

ADAMS 2004 PUBLIC USER SATISFACTION SURVEY CONDUCTED MAY – JUNE 2004

Respondent Affiliation:

167 respondents participated in the survey. 8 (4.8%) did not identify their affiliation. Those that did specify an affiliation are grouped as follows with the number of respondents and their respective percentages:

NRC Licensee	66 (39.5%)
Nuclear Industry	27 (16.2%)
Consultant	20 (12.0 %)
State/Local Governments	13 (7.8%)
General Public	11(6.6%)
Law Firm	6 (3.6%)
Researcher	5 (3.0%)
News Media	2 (1.2 %)
Others	9 (5.3%)
No Affiliation	8 (4.8%)
Total	167 (100%)

Results:

Citrix-based Usage

Of the 167 respondents, 154 commented on using Citrix-based ADAMS. 23 of the respondents reported using Citrix-based ADAMS daily, 18 used it weekly, and 31 used it monthly for a total of 72 respondents. 78 of the respondents reported never using this mode. Overall satisfaction based on the average of the six rating factors was 2.6.

Citrix-based ADAMS

Total Respondents-150	Average Importance (1-4) - 4 is the highest	Average Satisfaction (1-4) - 4 is the highest
Assistance provided by the Public Document Room	3.1	3.1
Availability	3.7	3.7
Ease of Use	3.3	2.2
Ease of Navigation	1.5	2.4

Help Screens	2.6	1.9
Reference Materials	2.5	2.0
Average of All Factors	N/A	2.6

Web-based Usage

The number of respondents who reported using Web-based ADAMS was slightly higher. 157 of the 167 total respondents reported using Web-based ADAMS. 31 of the respondents used Web-based ADAMS daily, 50 used it on a weekly basis, and 55 used it monthly for a total of 136 respondents. 21 of the respondents report never using this mode. Overall satisfaction based on the average of the six rating factors was 2.6.

Web-based ADAMS

Total Respondents -157	Average Importance (1-4) - 4 is the highest	Average Satisfaction (1-4) - 4 is the highest
Assistance provided by the Public Document Room	2.9	2.9
Availability	3.6	3.6
Ease of Use	3.6	2.4
Ease of Navigation	3.4	2.3
Help Screens	2.6	2.1
Reference Materials	2.6	2.1
Average of All Factors	N/A	2.6